

**GOVERNMENT OF INDIA
PERSONNEL, PUBLIC GRIEVANCES AND PENSIONS
LOK SABHA**

UNSTARRED QUESTION NO:2453
ANSWERED ON:31.07.2002
SURVEY CONDUCTED BY PUBLIC AFFAIR CENTRE
SUBODH MOHITE

Will the Minister of PERSONNEL, PUBLIC GRIEVANCES AND PENSIONS be pleased to state:

(a) whether attention of the Government has been drawn to the recent survey conducted by Bangalore Based Organisation 'Public Affair Centre' titled 'State of India's Public Services';

(b) if so, the facts thereof; and

(c) the reaction of the Government thereto?

Answer

THE MINISTER OF STATE OF THE MINISTRY OF SMALL SCALE INDUSTRIES, MINISTER OF STATE IN THE MINISTRY OF PERSONNEL, PUBLIC GRIEVANCES AND PENSIONS, MINISTER OF STATE IN THE MINISTRY OF PLANNING AND MINISTRY OF STATE IN THE DEPARTMENTS OF ATOMIC ENERGY AND SPACE. (SMT.VASUNDHARA RAJE)

(a): Yes, Sir.

(b)&(c):The Study titled 'State of India's Public Services: Benchmarks for the New Millennium' conducted by Public Affairs Centre, Bangalore, covers the following five basic public services:-

(i) Drinking Water

(ii) Health and Sanitation

(iii) Education and Child Care

(iv) Public Distribution System (Fair Price Shops)

(v) Road Transport

The Study and the conclusions drawn therein are based on a survey which covered over 33,000 households in 115 districts spread over 24 States (including rural and urban Areas). The study in its Executive Summary, inter alia, mentions that high income levels and infrastructure spending by themselves do not ensure a high quality of governance and that the Government of India and the State Governments seem to have done more in extending people's access to basic services than to improving the effectiveness and quality of service.

The Department of Administrative Reforms and Public Grievances in the Ministry of Personnel, Public Grievances and Pensions, in consultation with Central Government Ministries/Departments, State Governments/UT Administrations, Organisations and individuals, acts as a facilitator to improve Government functioning through various administrative reform measures in regard to process improvement, organisation and methods, grievance handling and by promoting modernisation, Citizen's Charters, e-governance and documentation and dissemination of best practices. These initiatives are aimed at improving the accessibility as well as the effectiveness and the quality of the services provided by the Government.